

HELPING THOSE WHO NEED IT THE MOST

If you're having problems paying your bill, please don't ignore them. We have a number of ways we may be able to help you.



SPREAD THE COST OF YOUR BILL BY CHOOSING A PAYMENT OPTION

- Set up a **Direct Debit** using our online Direct Debit form (annual, half-year, monthly or weekly instalments available).
- If you would prefer to pay via a payment card you can set this up using our online payment card form.

If you are already paying via instalments and you're still struggling, please don't ignore any problems. Instead take a look at other schemes below.



WAYS TO MAKE YOUR WATER BILL MORE AFFORDABLE

- Our **HelpU** tariff fixes charges at an affordable rate for low income households in receipt of means-tested benefits.
- Our Metered **WaterSure** Wales tariff fixes charges at an affordable rate for low income households who have a medical condition or a large family.
- Pay your water charges automatically through your benefits with our **Water Direct** scheme and we'll reduce your bill by £25!
- The **Customer Assistance Fund** gives you affordable instalments and helps you clear what you owe.



PRIORITY SERVICES

At times, some customers need a little extra help. For example, you may be a parent with a young baby, a dialysis patient, have sight or hearing difficulties or are elderly or disabled. By joining our **Priority Services Register** you can get extra help with:

- bottled water if your supply is interrupted
- alternative ways of getting information
- reassurance against bogus callers

To contact us:



Visit our website
www.dwrcymru.com



or telephone
0800 052 0145

